

**SYSTEM AND METHOD FOR RESOLVING CONFLICTS DETECTED
DURING A SYNCHRONIZATION SESSION**

Technical Field

5 The present invention relates to synchronization between mobile devices and fixed devices, and, more specifically, to systems for resolving conflicts detected during a synchronization session between the mobile device and the fixed device.

Background of the Invention

10 Mobile devices, sometimes referred to as handheld devices, have become quite common today. The users of these mobile devices want to have their mobile device updated with current information quite frequently. The process for updating information involves communicating with a fixed device (i.e., server) and is commonly referred to as a synchronization session. Between synchronization sessions, the mobile device may change information in its mobile store and the fixed device may change information in its server store. If the information that is changed in the mobile store and the server store is associated with the same data object, a conflict is detected during the next synchronization session. In these situations, prior systems that synchronized data objects would provide some type of user interface on the mobile device that would indicate that the conflict existed and that the conflict was with a certain object. In one example, the device user would receive a notification regarding the conflict, when, in fact, the information changed on the object associated with the notification had identical information on both devices (i.e., both devices changed a last name field of a contact object from a maiden name to a married name). In addition to the unhelpful user interface that was provided, prior systems would also keep both versions of the data objects having the conflict on both the mobile device and on the fixed device. As one can imagine, keeping both objects wasted memory on the devices and caused extra work for the user to resolve the otherwise duplicate objects. In addition, sending the other version of the object used bandwidth on the data channel between the devices.

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Thus, there is a need for an improved method for resolving conflicts detected during a synchronization session that enhances the mobile user's experience.

Summary of the Invention

5 Briefly described, the present invention provides a method for resolving a conflict detected while synchronizing a first data object in a first store associated with a mobile device and a second data object in a second store associated with a server. In accordance with the present invention, certain conflicts are automatically resolved without requiring user-intervention on the mobile device and without duplicating data objects on either the mobile device or the server.

10 In general, once a conflict is detected, properties of the first data object are compared with corresponding properties of the second data object. If the corresponding properties that differ are designated as mergeable properties, the corresponding properties are merged. Merging the properties involves sending a preferred state associated with each of the conflicting properties to the mobile device and the server for updating the first data object and second data object, respectively,
15 when an initial state for the properties and the corresponding properties is different than the preferred state. The preferred state is based on a likelihood that vital information would be lost if the preferred state did not replace the initial state of the property or the corresponding property. For example, if a read property for an email object is marked as read on the mobile device and as unread on the server, the preferred state (unread) is
20 sent to the mobile device to update the email object. Thus, a user is insured that if data is lost, the most conservative approach to data loss results, thereby reducing the danger of the data loss. The merging is performed without user-intervention on the mobile device. In addition, the entire first data object or second data object is not sent to the
25 mobile device to achieve the merge, thereby minimizing the data transfer to the mobile device.

In another aspect of the invention, a system for resolving a conflict detected during a synchronization session is provided. The system includes a first device, a second device, and a server. The first device is associated with a first data
30 store that stores several data objects. The second device is associated with a second

data store that stores several corresponding data objects. Each data object in the first data stores is associated with one of the corresponding data objects in the second data store. The server is configured to detect a conflict between the data objects and their corresponding data objects by determining whether a property of the data object is
5 different than a corresponding property of the corresponding data object. If the property and the corresponding property are designates as mergeable properties, the server is configured to merge the property of the data object and the corresponding property. The merging is performed without user-intervention on the first device.

Brief Description of the Drawings

10 FIGURE 1 illustrates an exemplary computing device that may be used in one exemplary embodiment of the present invention;

FIGURE 2 illustrates an exemplary mobile computing device that may be used in one exemplary embodiment of the present invention;

15 FIGURE 3 is a functional block diagram of one exemplary conflict resolution system as implemented using the computer device shown in FIGURE 1 and the mobile computing device shown in FIGURE 2;

FIGURE 4 is a graphical representation of one embodiment of the salient portions of a sample data object;

20 FIGURE 5 is a logical flow diagram generally illustrating an overview of a synchronization process with conflict resolution;

FIGURE 6 is a logical flow diagram illustrating a conflict resolution process suitable for use in FIGURE 5; and

25 FIGURE 7 is a logical flow diagram illustrating a user-selectable conflict process suitable for use in FIGURE 6, in accordance with one embodiment of the present invention.

Detailed Description of the Preferred Embodiment

The present invention may be implemented in one or more components operating within a distributed or wireless computing network. Those components may include software programs or applications operating on computing systems of various

configurations. Two general types of computing systems are being used to implement the embodiments of the invention described here. Those two general types are illustrated in FIGURE 1 and FIGURE 2 and described below, followed by a detailed discussion of one illustrative implementation of the invention, illustrated in Figures 3-7, based on these two types of computer systems.

Illustrative Operating Environment

With reference to FIGURE 1, one exemplary system for implementing the invention includes a computing device, such as computing device 100. In a very basic configuration, computing device 100 typically includes at least one processing unit 102 and system memory 104. Depending on the exact configuration and type of computing device, system memory 104 may be volatile (such as RAM), non-volatile (such as ROM, flash memory, etc.) or some combination of the two. System memory 104 typically includes an operating system 105, one or more program modules 106, and may include program data 107. This basic configuration is illustrated in FIGURE 1 by those components within dashed line 108.

Computing device 100 may have additional features or functionality. For example, computing device 100 may also include additional data storage devices (removable and/or non-removable) such as, for example, magnetic disks, optical disks, or tape. Such additional storage is illustrated in FIGURE 1 by removable storage 109 and non-removable storage 110. Computer storage media may include volatile and nonvolatile, removable and non-removable media implemented in any method or technology for storage of information, such as computer readable instructions, data structures, program modules, or other data. System memory 104, removable storage 109 and non-removable storage 110 are all examples of computer storage media. Computer storage media includes, but is not limited to, RAM, ROM, EEPROM, flash memory or other memory technology, CD-ROM, digital versatile disks (DVD) or other optical storage, magnetic cassettes, magnetic tape, magnetic disk storage or other magnetic storage devices, or any other medium which can be used to store the desired information and which can be accessed by computing device 100. Any such computer storage media may be part of device 100. Computing device 100 may also have input device(s) 112 such as keyboard, mouse, pen, voice input device, touch input device, etc.

Output device(s) **114** such as a display, speakers, printer, etc. may also be included. These devices are well known in the art and need not be discussed at length here.

Computing device **100** may also contain communication connections **116** that allow the device to communicate with other computing devices **118**, such as over a network. Communications connections **116** is one example of communication media. Communication media may typically be embodied by computer readable instructions, data structures, program modules, or other data in a modulated data signal, such as a carrier wave or other transport mechanism, and includes any information delivery media. The term "modulated data signal" means a signal that has one or more of its characteristics set or changed in such a manner as to encode information in the signal. By way of example, and not limitation, communication media includes wired media such as a wired network or direct-wired connection, and wireless media such as acoustic, RF, infrared and other wireless media. The term computer readable media as used herein includes both storage media and communication media.

With reference to FIGURE 2, one exemplary system for implementing the invention includes a mobile computing device, such as mobile computing device **200**. The mobile computing device **200** has a processor **260**, a memory **262**, a display **228**, and a keypad **232**. The memory **262** generally includes both volatile memory (e.g., RAM) and non-volatile memory (e.g., ROM, Flash Memory, or the like). The mobile computing device **200** includes an operating system **264**, such as the Windows CE operating system from Microsoft Corporation or other operating system, which is resident in the memory **262** and executes on the processor **260**. The keypad **232** may be a push button numeric dialing pad (such as on a typical telephone), a multi-key keyboard (such as a conventional keyboard). The display **228** may be a liquid crystal display, or any other type of display commonly used in mobile computing devices. The display **228** may be touch sensitive, and would then also act as an input device.

One or more application programs **266** are loaded into memory **262** and run on the operating system **264**. Examples of application programs include phone dialer programs, email programs, scheduling programs, PIM (personal information management) programs, word processing programs, spreadsheet programs, Internet

browser programs, and so forth. The mobile computing device **200** also includes non-volatile storage **268** within the memory **262**. The non-volatile storage **268** may be used to store persistent information which should not be lost if the mobile computing device **200** is powered down. The applications **266** may use and store information in the storage **268**, such as e-mail or other messages used by an e-mail application, contact information used by a PIM, appointment information used by a scheduling program, documents used by a word processing application, and the like. A synchronization application also resides on the mobile computing device **200** and is programmed to interact with a corresponding synchronization application resident on a host computer to keep the information stored in the storage **268** synchronized with corresponding information stored at the host computer.

The mobile computing device **200** has a power supply **270**, which may be implemented as one or more batteries. The power supply **270** might further include an external power source, such as an AC adapter or a powered docking cradle, that supplements or recharges the batteries.

The mobile computing device **200** is also shown with two types of external notification mechanisms: an LED **240** and an audio interface **274**. These devices may be directly coupled to the power supply **270** so that when activated, they remain on for a duration dictated by the notification mechanism even though the processor **260** and other components might shut down to conserve battery power. The LED **240** may be programmed to remain on indefinitely until the user takes action to indicate the powered-on status of the device. The audio interface **274** is used to provide audible signals to and receive audible signals from the user. For example, the audio interface **274** may be coupled to a speaker for providing audible output and to a microphone for receiving audible input, such as to facilitate a telephone conversation.

The mobile computing device **200** also includes a radio interface layer **272** that performs the function of transmitting and receiving radio frequency communications. The radio interface layer **272** facilitates wireless connectivity between the mobile computing device **200** and the outside world, via a communications carrier or service provider. Transmissions to and from the radio interface layer **272** are conducted under control of the operating system **264**. In other words, communications

received by the radio interface layer 272 may be disseminated to application programs 266 via the operating system 264, and vice versa.

Illustrative Conflict Resolution System

FIGURE 3 is a functional block diagram generally illustrating one embodiment for a synchronization system with conflict resolution 300 that resolves conflicts between data objects detected during a synchronization session between a fixed computing device, such as an information server 310 and a mobile device 320, in accordance with the present invention. In this implementation, the information server 310 is a computing device such as the one described above in conjunction with FIGURE 1, and the mobile device 320 (i.e., client) is a mobile computing device such as the one described above in conjunction with FIGURE 2. A synchronization application 342 performs the synchronization process between the information server 310 and the mobile device 320. The synchronization application 342 includes a conflict manager 380 for detecting and resolving the conflicts during the synchronization sessions. In the embodiment illustrated, the synchronization application 342 resides on a synchronization server 340, which is a computing device as described above in conjunction with FIGURE 1. Alternatively, the synchronization application 342 may reside in any acceptable location, such as directly on the information server 340 or on the mobile device 320. The synchronization server 340 is shown coupled to the information server 310 over a local or wide area network in the conventional manner. In another embodiment, the synchronization application 342 may reside on information server 310 without departing from the scope of the present invention.

The mobile device 320 maintains mobile data 322 (i.e., a mobile data store) locally in its non-volatile storage 268 (shown in FIGURE 2). Information server 310 maintains server data 312 (i.e., a server data store) on its removable storage 109 or non-removable storage 110 (shown in FIGURE 1). As mentioned earlier, the mobile data 322 and the server data 312 may include e-mail or other messages used by an e-mail application, contact information used by a PIM, appointment information used by a scheduling program, and the like. Typically, each type of data in the mobile data 322 or server data 312 is referred to as a "collection"

(e.g., e-mail and contacts are two separate collections). Each collection includes a plurality of data objects. For example, the server data **312** includes a plurality of server data objects **314** and the mobile data **322** includes a plurality of mobile data objects **324**. A representative illustration of the salient portions of a sample data object is illustrated in FIGURE 4 and described below.

The mobile device **320** may change the mobile data **322** on the mobile device **320** at anytime. Once the mobile data **322** is changed, server data **312** accessible by the information server **310** will not have identical information. Similarly, the information server **310** may change the server data **312**, such as through any number of networked personal computers (not shown) connected to the information server **310**. Again, once the server data **312** is changed, the mobile data **322** and server data **312** are no longer identical (i.e., data is not synchronized and the changes on both sides create a conflict). In order for the mobile data **322** and the server data **312** to become identical (i.e., synchronized), typically, the mobile device **320** initiates a synchronization session. During the synchronization session, the synchronization application **342** attempts to update the server data objects **314** and the mobile data objects **324** to have identical information. In other words, after a successfully synchronization session, the server data objects **314** will have a corresponding mobile data object **324** with the same information.

Briefly, during the synchronization session of one embodiment of the present invention, client synchronization data **330** is transmitted between the mobile device **320** and the synchronization application **342**, and server synchronization data **350** is transmitted between the synchronization application **342** and the information server **310**. The client synchronization data **330** specifies changes to the mobile data **322** since the last successful synchronization session and specifies changes to the server data **312** that the mobile device **320** should update on its mobile data **322**. The server synchronization data **350** specifies changes that the information server **310** should make to its server data **312** and specifies changes to the server data **312** that the mobile device **320** should make to its mobile data **322**. The synchronization application **342** saves information regarding the synchronization session in a synchronization state table **344**.

During the synchronization sessions, the conflict manager 380, briefly described here and illustrated in FIGURES 5-7 and described in detail below, determines which of the changes to the mobile data 322 and the server data 312 involve a conflict. After determining there is a conflict, the conflict manager 380 attempts to resolve the conflict without sending a conflict notification 382 to the mobile device 320. In one embodiment, the client synchronization data 330 includes a parameter 332, described in more detail with reference to FIGURES 6 and 7, that specifies how automatic conflict resolution should be handled. However, when certain types of conflicts occur, a conflict notification 382 is sent to the mobile device 320. A sample XML message is shown below that represents a general format for one embodiment of the conflict notification 382 sent to the mobile device 320.

```
<SYNC>
...
  <COLLECTION>
    <COLLECTIONTYPE>E-MAIL</>
    <RESPONSES>
      <RESPONSE>
        <OBJECT ID>123</>
        <COMMAND>CHANGE</>
        <STATUS>READ FLAG MODIFIED</>
      </>
    </>
  ...
</>
```

As shown, the sample conflict notification includes the object id (shown as "123") that has changed and a status (shown as "Read Flag Modified") describing the type of change that occurred. In general, the conflict notification 382 provides sufficient information to the mobile device 320 such that the mobile device 320 may provide a suitable user interface (not shown) to the user regarding the conflict. The user interface may be implemented in any manner and will depend on how the application 266 (shown in FIGURE 2) responsible for displaying the conflict information chooses to relay the conflict information to the user of the mobile device 320. Because the specific user interface chosen is not pertinent to understand the present invention, the present discussion does not further describe the user interface on

the mobile device 320. The sample conflict notification shown above only includes the property that caused the conflict than the entire object. This embodiment increases the efficiency of the conflict resolution process when using wireless technology because less data is sent.

5 As will be described in greater detail below, the conflict manager 380 in accordance with the present invention, automatically resolves certain conflicts and provides sufficient conflict notification 382 to the mobile device 320 for a user to select how the conflict should be resolved using the user interface on the mobile device 320 when the conflict can not be automatically resolved. Thus, the present invention
10 provides an efficient method for resolving conflicts in data objects during a synchronization session.

FIGURE 4 is a graphical representation of one embodiment of the salient portions of a sample data object 400 that may be used as a server data object 314 or a mobile data object 324 in conjunction with present invention. The sample data
15 object 400 includes an object id (OID) 402, a plurality of properties P_{1-N} , and a change indicator 404. The object id 402 may be a server ID (SID) if the object ID (OID) is stored on the server 310 or a device ID (DID) if the object ID is stored on the device 320. As one skilled in the art will appreciate, after synchronization is complete, each SID typically has a corresponding DID on the mobile device to which it is
20 mapped. The properties P_{1-N} store information associated with the data object based on the type of data object.

A representative data object is illustrated in FIGURE 4 and represents an email message object. The illustrative properties for the email message object may include a recipient field P_1 , a sender field P_2 , a read flag field P_3 , a message text field P_4 ,
25 a subject field P_5 , a data last read field P_6 , a priority field P_7 , a follow-up flag field P_8 and any other information regarding the email message object. The change indicator 404 indicates when any the properties P_{1-N} of the data object 400 have changed. For example, if a user reads the email message, property #4 (read property) is set to indicate read and the change indicator 404 is marked indicating that the data
30 object 400 has changed in some way. When the change indicator 404 is so marked, the data object 400 is sometimes referred to as "dirty". The data object 400 is considered

“dirty” even if the user reads the email message and then sets the email message as unread (the value of property #4 would, in essence, remain the same).

In accordance with the present invention, certain properties are also designated as syncable properties 406. Syncable properties 406 are properties within the data object 400 that may be changed. Typically, properties that cannot be changed are not designated as syncable properties (e.g., the recipient field P₁ and the sender field P₂). However, these non-changeable properties may be designated as syncable properties without departing from the scope of the present invention. In addition, in accordance with the present invention, some of the designated syncable properties 406 are further designated as mergeable properties 408 (e.g., the read property P₃). As will be described in detail below in reference to FIGURES 5-7, the conflict manager uses the change indicator 404, the syncable properties 406 and the mergeable properties 408 when determining a “true” conflict and resolving the “true” conflict, in accordance with the present invention. By determining “true” conflicts in the manner described in the present invention, users do not receive unhelpful conflict messages and do not need to intervene each time both the mobile data object and the corresponding server data change.

FIGURE 5 is a logical flow diagram generally illustrating an overview of a synchronization process having a conflict resolution process for resolving conflicts detected during a synchronization session. Briefly, the overview of the synchronization process shown in FIGURE 5 detects whether a potential conflict, in accordance with the present invention, may exist and the manner in which the potential conflict is resolved during the synchronization process. The synchronization process with conflict resolution 500 begins at block 501, where a synchronization session has been initiated and both the mobile device 320 and the information server 320 have sent client synchronization data 330 and server synchronization data 350 to the synchronization application 342, respectively. The synchronization application 342 has passed the client synchronization data 330 and server synchronization data 350 to the conflict manager 380 for conflict processing. Processing continues at blocks 502 and 504.

At blocks 502 and 504, the conflict manager 380 gets one of the mobile data objects 324 (block 502) and a corresponding server data object 314 (504).

At block 506, the conflict manager 380 checks the change indicator 404 associated with the corresponding server data object 314 to determine whether any changes have been made to the server data object 314.

5 At decision block 508, if the change indicator 404 associated with server data object 314 indicates that the server data object 314 is not "dirty" (i.e., no changes were made to any properties associated with the server data object 314), the process continues at block 510.

10 At block 510, the conflict manager 380 checks the change indicator 404 associated with the mobile data object 324 to determine whether any changes have been made to the mobile data object 324.

15 At decision block 512, if the change indicator 404 associated with the mobile data object 324 indicates that the mobile data object 324 is not "dirty" (i.e., no changes were made to any properties associated with the mobile data object 324), the mobile data object 324 and the server data object 314 are not synchronized because neither data object had updates. In one embodiment, either the mobile data object 324 or the server data object 314 will be "dirty". This reduces the amount of data transmitted in the synchronization data because it insures at least one of the data objects has changed. If the mobile data object 324 is not "dirty" at decision block 512, processing continues at decision block 514.

20 At decision block 514, the conflict manager 380 determines whether there are any more mobile data objects 324 and corresponding server data objects 314. If some data objects 314, 324 still remain to be processed, the process loops back to block 502 and proceeds as described above. However, once all the data objects 324 314 have been processed, the conflict resolution processing within the synchronization process is complete and the process ends at end block 516.

25 Now, returning to decision block 508, if the conflict manager 380 determines that the server data object is "dirty", processing continues at block 518 and then to decision block 520. At block 518, the conflict manager 380 checks the change indicator 404 associated with the mobile data object 324 to determine whether any changes have been made to the mobile data object 324. At decision block 520, if the change indicator 404 associated with the mobile data object 324 indicates that the

mobile data object 324 is not "dirty" (i.e., no changes were made to any properties associated with the mobile data object 324). If the mobile data object 324 is not "dirty", this indicates that only one of the data objects is "dirty". Thus, the data objects 314 324 may be synchronized using any well-known synchronization technique without performing the conflict resolution process of the present invention. Typically, the synchronization provided in block 522 attempts to update both data objects 314 324 to have identical information. Block 522 is also entered after a determination is made at decision block 512 that only the mobile data object 324 is "dirty". Again, because only one of the data objects is "dirty", synchronization is provided without performing the conflict resolution process of the present invention.

However, if both data objects 314 324 are "dirty", as determined at decision blocks 508 and 520, processing continues to block 524. Briefly, at block 524, the conflict manager determines the extent of the conflict between the mobile data object 324 and the server data object 314 and attempts to resolve the conflict with as little user intervention as possible. A detailed description of the conflict resolution process is illustrated in FIGURE 6 and described below. Processing then continues to decision block 514 and proceeds as described above.

FIGURE 6 is a logical flow diagram illustrating one embodiment of a conflict resolution process 600 suitable for use in FIGURE 5. The conflict resolution process 600 begins at block 601, after the conflict manager 380 has determined that there is a conflict between a mobile data object 324 and a corresponding server data object 314. Processing continues at decision block 602.

At decision block 602, a determination is made whether the change indicator 404 indicates that the server data object 324 was "dirty" because the server data object 314 has been deleted. If the server data object 314 has been deleted, processing continues to block 604. At block 604, the conflict manager instructs the synchronization application 342 (FIGURE 3) to delete the corresponding mobile data object 324. The synchronization application 342 may then include the appropriate information in the client synchronization data 330 sent to the mobile device 320 at some later time. The synchronization application may include the information in the current

synchronization session or in a later synchronization session. Processing continues to return block 606 and back to FIGURE 5.

Returning back to decision block 602, if the server data object 314 has not been deleted, processing continues to decision block 608. At decision block 608, a
5 determination is made whether the change indicator 404 for the mobile data object 324 indicated that the mobile data object 324 was "dirty" because the mobile data object 324 has been deleted. If the mobile data object 324 has not been deleted, processing continues at block 610. At block 610, the conflict manager instructs the
10 synchronization application 342 (FIGURE 3) to delete the corresponding server data object 314 during one of the synchronization sessions. Processing continues to return block 606 and back to FIGURE 6.

Returning back to decision block 608, if the mobile data object 324 has not been deleted, processing continues at block 612. At block 612, the properties of the
15 mobile data object 324 and the server data object 314 that were designated as syncable properties are compared. As mentioned earlier, by specifying only certain of the properties as syncable properties 406, the present invention decreases the number of conflicts that are reported compared to prior conflict resolution methods. In addition, the conflict resolution process, in accordance with the present invention, is able to
20 automatically resolve these "true" conflicts based on the syncable properties without user intervention in certain situations. Processing continues to decision block 614.

At decision block 614, a determination is made whether any of the syncable properties indeed differ. If none of the syncable properties differ, processing continues to block 616, where the change indicator 404 for both the mobile data
25 object 324 and the server data object 314 are reset to indicate that the corresponding object is not "dirty." Thus, in accordance with the present invention, the user of the mobile device 320 does not receive an unintelligible conflict message due to changes in the data objects 314 324 that do not warrant user concern. For example, if only the "Read" property has been changed from unread to read on both objects, even though
30 both messages are "dirty," the information is the same and the user need not be informed. Processing continues to return block 606 and back to FIGURE 6.

Returning back to decision block 614, if it is determined that syncable properties differ, processing continues to decision block 618, where the syncable property is retrieved.

5 At block 620, a determination is made whether all the syncable properties that differ can be resolved using the simple merge process. This determination is based on whether the syncable properties that differ are also designated as mergeable properties 408 (FIGURE 4) in the data objects. If any of the syncable properties that differ are designated as a mergeable property, the process continues at block 624.

10 At block 624, a simple merge process is performed. In accordance with the present invention, each property designated as a mergeable property has an associated pre-determined preferred state for the property. In one embodiment, the preferred state is related to the likelihood that vital information would be lost if the property of the data object was not changed to the preferred state. In another
15 embodiment, the user on the mobile device may specify the preferred state for the property designated as a mergeable property. During the simple merge process the preferred state for the property is pushed to the data object with the property in a state different than the preferred state. A beneficial effect on resolving the conflict using the simple merge process is that the user is not inconvenienced by an unintelligible conflict
20 message that requires user-intervention and that the user does not lose vital information. Below are two tables summarizing the outcome of processing from block 624. Table 1 summarizes the simple merge process (block 624) for conflicting email objects in which "UNREAD" is the preferred state. Table 2 summarizes the simple merge process (block 624) for conflicting appointment objects in which "POSTPONE" or
25 "POSTPONE to earliest time" is the preferred state.

1. The first part of the document is a list of names and their corresponding addresses. The names are listed in a column on the left, and the addresses are listed in a column on the right. The names are: John Doe, Jane Smith, Robert Brown, Mary White, and David Black. The addresses are: 123 Main St, 456 Elm St, 789 Oak St, 101 Pine St, and 202 Cedar St.

Starting State (Synched)		User Action (Disconnected)		State After Change (Disconnected)		Simple Merge Changes (N/C = No Change)	
Server	Device	Server	Device	Server	Device	Server	Device
READ	READ	Marks Mail As UNREAD	Marks Mail As UNREAD, then READs mail	UNREAD	READ	UNREAD, N/C	Change to UNREAD; Send conflict status to device
READ	READ	Marks Mail As UNREAD, then READs it	Marks Mail As UNREAD, then READs it	READ	READ	READ, N/C	READ, N/C
READ	READ	Marks Mail As UNREAD, then READs it	Marks Mail As UNREAD	READ	UNREAD	Change to UNREAD	UNREAD, N/C
UNREAD	UNREAD	READs mail, then Marks As UNREAD	READs Mail	UNREAD	READ	UNREAD, N/C	Change to UNREAD; Send conflict status to device
UNREAD	UNREAD	READs mail, then Marks As UNREAD	READs mail, then Marks As UNREAD	UNREAD	UNREAD	UNREAD, N/C	UNREAD, N/C
UNREAD	UNREAD	READs Mail	READs mail, then Marks As UNREAD	READ	UNREAD	Change to UNREAD	UNREAD, N/C

Table 1.

Starting State (Synched)		User Action (Disconnected)		Simple Merge Action Performed (N/C = No Change)	
Server	Device	Server	Device	Server	Device
Reminder ON	Reminder ON	Dismiss	Dismiss	N/C	N/C
Reminder ON	Reminder ON	Dismiss	Postpone for X minutes	Change to Postpone for X Minutes	N/C
Reminder ON	Reminder ON	Postpone for X minutes	Dismiss	N/C	Change to Postpone for X Minutes; send conflict property to device
Reminder ON	Reminder ON	Postpone until X:00.	Postpone until X:00.	N/C	N/C
Reminder ON	Reminder ON	Postpone until X:00.	Postpone until Y:00.	Sync the change that reminds the user the earliest.	Sync the change that reminds the user the earliest; send conflict property to device.

Table 2.

After the simple merge process is completed, processing continues at block 626.

At block 626, a conflict notification for the above syncable property is prepared. As described earlier, the conflict notification provides sufficient information that the mobile device 320 may display a user interface with the information if desired. In one embodiment, only the property causing the conflict is sent to the mobile device rather than the entire data object. Processing continues to return block 606 and back to FIGURE 5.

Returning to decision block 620, when all the syncable properties that differ cannot be resolved using a simple merge process, processing continue to block 622. At block 622, a user-selectable conflict resolution process is performed based on a conflict resolution method selected by the user of the mobile device 320. Briefly, in one embodiment, a user may request one of three conflict resolution methods: client wins, server wins, or keep both. The user of the mobile device 320 selects the method using one of the input devices 112 available on the mobile device, such as a keypad. The appropriate program module 106 will then include the

parameter **322** that specifies the selected method within the synchronization data **330** sent to the synchronization application **342**. The synchronization application **342** will provide the parameter **332** to the conflict manager **380**. The technique used to specify the selected method for conflict resolution and pass the information to the conflict manager **380** may be achieved using various techniques known with the art and which do not involve undue experimentation. The user-selectable conflict resolution is illustrated in FIGURE 7 and described below in detail. Processing continues to return block **606** and back to FIGURE 5.

FIGURE 7 is a logical flow diagram illustrating one embodiment of a user-selectable conflict process **700** suitable for use in FIGURE 6. The user-selectable conflict resolution process **700** begins at block **701**, after there has been a determination that a simple merge process is not available for resolving the conflict between the mobile data object **324** and the corresponding server data object **314**. Processing continues at decision block **702**.

At block **702**, a determination is made whether the user of the mobile device **320** chose the "client wins" method. If the "client wins" method was chosen, processing continues at block **704**. At block **704**, the server data object **314** is replaced with the mobile data object **324**. One skilled in the art will appreciate that the replacement of the data object may occur immediately or at some later time during the synchronization session or a later synchronization session. Processing continues to return block **718** and back to FIGURE 6.

Returning to block **702**, if the user did not chose the "client wins" method, processing continues to decision block **706**. At decision block **706**, a determination is made whether the user selected the "server wins" method. If the "server wins" method is chosen, processing continues to blocks **708** and **710**. At block **708**, a copy of the server data object **314** is sent to the mobile device **320**. At block **710**, the mobile data object **324** is replaced with the server data object **314**. Again, the actual replacement of the mobile data object **324** may occur at anytime during the synchronization session or may occur during a later synchronization session. Processing continues to return block **718** and back to FIGURE 6.

Returning to block 706, if the user did not chose the “server wins” method, the default method “keep both” is performed. Processing continues at blocks 712 – 714. At block 712, a copy of the server data object 314 is sent to the mobile device 320. At block 714, the prior mobile data object 324 is sent to the server as a new data object during the next synchronization session. Processing continues to return block 718 and back to FIGURE 6.

The above specification, examples and data provide a complete description of the manufacture and use of the composition of the invention. Since many embodiments of the invention can be made without departing from the spirit and scope of the invention, the invention resides in the claims hereinafter appended.